



## Values Article on Integrity

“Live the Values” helps you learn about and put into action HealthCare Partners’ 11 Core Values, exploring one Value per month.

For November, we explore the value of Integrity, which states that “We conduct ourselves with the highest ethics and in compliance with applicable laws and regulations.” Jenifer Eslami, director, Regional IPA Operations, exemplifies integrity in her everyday interactions with physicians and their office staff. Jenifer, who oversees a seven-person staff, manages three IPAs, two in the South Bay and one in Long Beach. This means that she and her staff are responsible for fulfilling the needs and requests of some 170 primary-care physicians as well as their office staff.

Sometimes those needs and requests involve helping them with claims related issues. Other times, they involve prompt processing of various incentives including Pay for Performance and HCC.

In addition to P4P and HCC, physicians also receive financial incentives for participating in other activities, including taking surveys. In one recent situation, a physician was concerned because he did not recall receiving his \$150 payment for completing a survey. Jenifer and her staff promptly reviewed and resolved the concern.

“All the physicians’ concerns are important to us, no matter how large or small they may be,” said Jenifer. “We look at the situation through their lenses, and we take care of it promptly. For instance, if we tell someone we are going to issue an incentive payout during a certain month, we make sure that happens.”

Jenifer has been managing multiple IPA physician-related issues for the past six years, and she embraces every challenge that occurs. During her six-year tenure, Jenifer has seen a variety of HealthCare Partners technological changes, which, she believes, can only benefit physicians and their patients. “We now have the Patient Online Portal (POP) and the Physician Information Portal (PIP), which are quite sophisticated. I know these new offerings make a positive difference for both physicians and their patients.”

Jenifer and her staff also make a positive difference to her IPA physicians and their staffs because of their high level of integrity and strong attention to detail. “When the physicians are successful, we’re successful,” she states emphatically. “We’re here to meet their needs and help their practices grow.”